

December

# UNIVERSAL

2008

M H / D D / S A S

*“Caring People, Caring for People”*

## Information Technology Newsletter

### *Cell Phones*

Please remember to dial \*228 and press send on your company provided cell phone once every 30 days. This will keep the roaming capabilities on your phone updated.

Text messaging is generally not an included feature of our company cell phone plans. Many times, the messages cost the company up to 20 cents each! Generally, unless specifically requested, cell phones do not have texting capabilities. Most BlackBerry's do include the text plan along with unlimited data usage.

Please do not take your company provided cell phone to any Verizon store. The local stores are generally unable to assist with any technical issue because of the size of Universal's account.

Please don't forget to use Google's free 411 service! Instead of simply dialing 411, please dial 1-800-466-4411 and follow the prompts. It's free and easy!

### *Track-It!*

Track-It is the quickest and most reliable way to receive technical support. Please e-mail all requests for technical support to [trackit@umhs.net](mailto:trackit@umhs.net). Don't forget that all requests for support sent to [trackit@umhs.net](mailto:trackit@umhs.net) **MUST** include the most efficient way that you can be contacted to resolve your technical issues. Track-It immediately creates an e-mail notification of the created worked order.

### *Tech Tips! File Transfers*

Many people have taken advantage of the fact that files can be transferred quickly and easily on the servers between users. If you need files from a former employee or need to transfer a large number of files to another Universal user, simply send an e-mail to [trackit@umhs.net](mailto:trackit@umhs.net) describing where the files you need are located (or what former user's files you need) and where you would like them transferred, and they can be quickly copied on the server from one place to another.

### *Viruses/Spyware*

Recently, we've had an increased number of computers infected with viruses or spyware. Please be careful of suspicious websites or e-mails. One virus that seems to be particularly tricky is labeled "AntiVirus 2009". It's disguised as an actual program to stop viruses, but it is indeed a serious virus. If you are having issues with your PC, please send an e-mail to [trackit@umhs.net](mailto:trackit@umhs.net) describing your problem for further assistance.

### *Contact the IT Department*

[trackit@umhs.net](mailto:trackit@umhs.net)

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